

Our Mission

The Department of Administration for Human Services promotes excellence in human services delivery by providing quality administrative, consultative, and management services for the benefit of the community.

Our Vision

We envision a collaborative working environment where employees are leaders and coaches, proactive and committed to self improvement, and where excellence in service delivery is paramount. We want our partners, who include our co-workers, other departments, and the community, to place their trust in the quality of our services.

Our Values

- ✦ A Collaborative Environment
- ✦ Accountability
- ✦ Building Partnerships
- ✦ Business Improvements
- ✦ Communication
- ✦ Consultative Expertise
- ✦ Customer Satisfaction
- ✦ Diversity & Respect
- ✦ Knowledge of Our Customers & Their Needs
- ✦ Professional Excellence
- ✦ Quality Service

Did you know each year we...

- ✦ Supported direct operations in county programs with expenditures totaling more than \$450 million.
- ✦ Collected revenues and reimbursements totaling \$180 million—100% of the budgeted estimate for accounts receivable.
- ✦ Paid 160,000 invoices and processed approximately 25,000 purchasing transactions totaling \$193 million in a timely manner.
- ✦ Provided personnel management services, including recruitment, staffing, risk management, employee relations, payroll, and employee benefits to more than 4,000 human services merit and 2,000 exempt employees.
- ✦ Provided support for physical resources management at 373 facilities, including 120 office and service sites, and 253 residential sites.
- ✦ Provided management and administrative services to more than 60 grants from federal, state, and private funding sources.
- ✦ Conducted 249 monitoring visits with nonprofit and for-profit service providers to ensure contract and program compliance.
- ✦ Provided 100 professional development courses to 2,000 participants.



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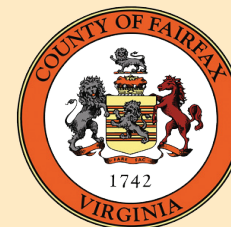
Department of Administration for Human Services
12011 Government Center Parkway, Suite 942, Fairfax, VA 22035
Phone: 703-324-5630 • Fax: 703-324-7572 • TTY: 711
www.fairfaxcounty.gov/admin

Fairfax County

Department of Administration for Human Services

Annual Report

FY 2009 & FY 2010



From the Director
M. Gail Ledford

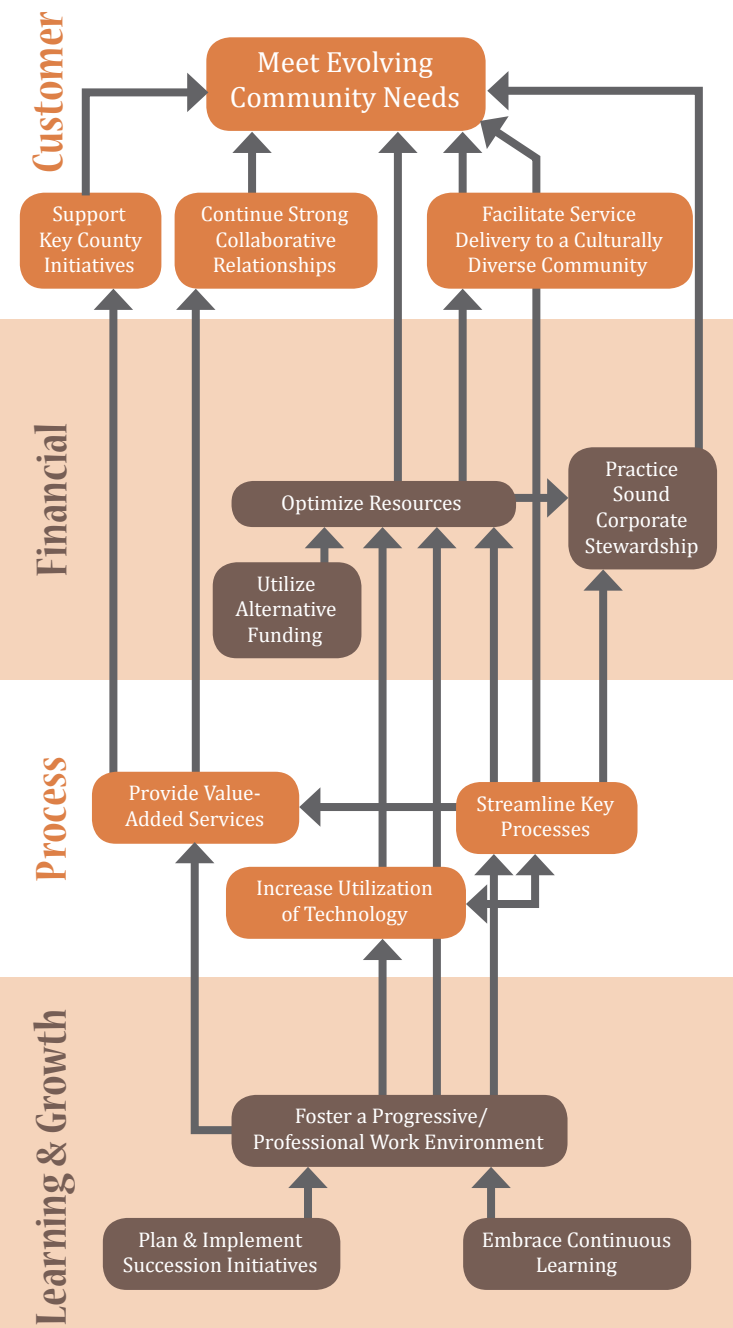
I am pleased to present the Department of Administration for Human Services' (DAHS) Annual Report for Fiscal Years 2009 and 2010. This report highlights three areas - insight into the administrative, consultative, and management work that DAHS performs in support of the county's human services system; DAHS accomplishments realized during the last two years; and the department's preparation for the future.

DAHS services are provided in collaboration with our peer human services departments, county agencies, community organizations, and private service providers. Many demographic, economic, social, and policy trends drive the direction, work, and strategic planning of DAHS. In response to the challenges faced by the county, DAHS has assumed an expanded role in cross-cutting strategic initiatives, increased our consultative services, and implemented internal restructuring initiatives to better align work to meet our customer and partner requirements.

We strive to promote excellence in customer service. DAHS staff take great pride both in providing appropriate, timely, and value-added support to meet the needs of the community and in planning strategically to face the challenges ahead. We value the confidence that the community and our colleagues have placed in our abilities and look forward to continuing to serve the human services system.

Department of
Administration for Human Services

Strategy Map



Accomplishments

Support Key County Initiatives

- ✦ Participated in initiatives to deploy a “System of Care” for a coordinated network of county and community-based approved services and supports to reduce out-of-community placements and meet the challenges faced by children and youth with serious mental health needs and their families.
- ✦ Developed and implemented building closure procedures for human services operations at co-located sites for emergency situations or inclement weather.
- ✦ Participated in development of a system-wide planning, management, and accountability framework for Older Adults and Adults with Physical/Sensory Disabilities to improve service delivery and create a more efficient distribution of resources within the community.
- ✦ Developed and implemented a fee system for participants in the county’s Senior Center and Senior Plus+ programs to ensure continuation of the wide range of programming found at the county’s full-service Senior Centers.
- ✦ Supported the county’s Continuity of Operations Planning (COOP) initiatives by realigning the department’s COOP priorities with the county’s priorities in order to enhance interagency collaboration during emergency situations.

Continue Strong Collaborative Relationships

- ✦ Coordinated expansion of a nonprofit training and technical assistance initiative with George Mason University to include input on the needs of the nonprofit community as associated with capacity-building requirements to fulfill changing needs within the county.
- ✦ Partnered with Northern Virginia Community College in presenting of a Nonprofit Networking Conference for those interested in establishing referral resources, exploring business strategies to boost revenue, and learning about successful models for nonprofit collaboration.

Facilitate Service Delivery to a Culturally Diverse Community

- ✦ Participated in the county’s response to the outbreak of the H1N1 influenza to help minimize the impact of emerging communicable diseases.
- ✦ Coordinated and provided logistics for the Health Department’s immunization clinics that facilitated the provision of medical services to the community.

Optimize Resources

- ✦ Implemented restructuring initiatives that promoted connections among business areas and strengthened the department’s role in strategic cross-cutting human services initiatives to improve customer service.
- ✦ Improved contract data collection capabilities to be better able to respond to requests for input regarding the provider community, services being provided, and the dollar amount of contracted services.
- ✦ Managed human resources position vacancies by implementing a resource sharing plan that ensured uninterrupted service to customers while concurrently fostering an increase in staff knowledge of human services programs by supporting different departments.

Practice Sound Corporate Stewardship

- ✦ Performed contract and financial monitoring activities of selected nonprofit providers to ensure financial viability and continuity of service provisions.
- ✦ Participated in an initiative to automate delinquent accounts collection processes, successfully reducing delinquencies and increasing revenue collection.

Provide Value-Added Services

- ✦ Developed and implemented a more focused approach to maintenance and operations of the Fairfax-Falls Church Community Services Board’s residential and service delivery sites. This new approach included an extended maintenance schedule that resulted in a more efficient and effective response to after-hour emergencies.
- ✦ Conducted a Customer Satisfaction Survey as part of the department’s strategic planning process. Based upon customer feedback, DAHS implemented improvements in the areas of customer service, training, safety and security, payments and procurement management, facilities planning, and financial reporting.

Streamline Key Processes

- ✦ Developed and implemented a streamlined process for the Comprehensive Services Act (CSA) program that automated the invoicing and payment process for daily special needs services to adoptive parents. This initiative resulted in efficiencies in processing invoices and payments, and achieved savings in postage, paper, and printing costs.

Foster a Progressive/Professional Work Environment

- ✦ Developed and delivered a human services core curriculum with targeted additional courses and a new lunchtime training series.
- ✦ Led the Human Services Training Team comprised of staff representing every human services department whose objectives include developing strategic initiatives related to professional development; coordinating assessment, planning, and implementation of professional development; leveraging resources; and eliminating duplication of services.

Embrace Continuous Learning

- ✦ Responded to departmental requests to provide specialized training, team building, and facilitation to enhance employees’ professional and personal development.
- ✦ Instituted the Mentoring Knowledge Bank to encourage information sharing and skill building among human services employees.
- ✦ Sponsored the year-long Human Services New Supervisors’ RoundTable to prepare employees to successfully assume the next level of county leadership.

Preparing for the Future

- ✦ Think strategically to meet the need for transformational change to service delivery through a human services system that strives to improve outcomes.
- ✦ Conduct a survey of DAHS staff to assess their feedback about the work that we perform in order to achieve DAHS’ mission of “Promoting Excellence in Human Services.”
- ✦ Redesign DAHS’ internal structure and services for increased efficiency and effectiveness as the human services system continues to evolve.
- ✦ Facilitate the design of a cross-system planning and resource investment strategy that better coordinates the fundamental goals and outcomes for the continuum of services designed to meet the needs of children, ages infant to five, and their families.
- ✦ Pursue revenue initiatives to take advantage of new or previously untapped revenue streams that will help offset the cost of providing services.
- ✦ Identify and increase the availability of cross-system resources through grants and other development opportunities in support of the human services system.